



THE REVIEW

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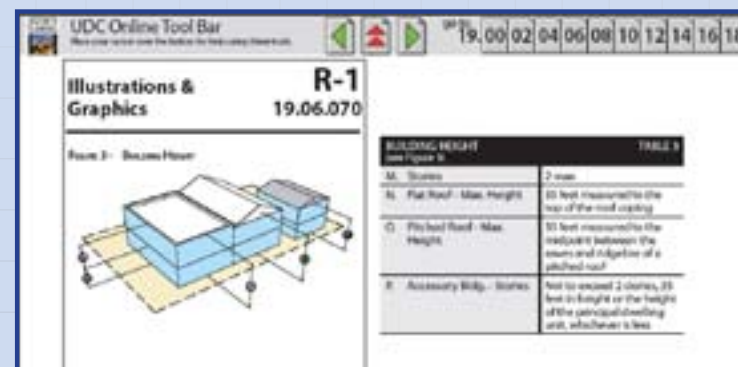
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FALL 2011

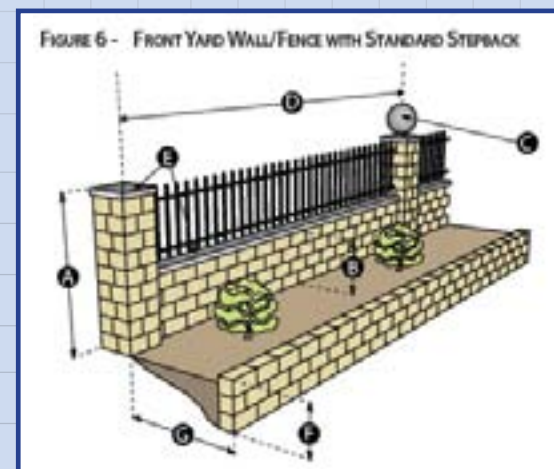
Unified Development Code Adopted

On March 16, the Las Vegas City Council adopted a Unified Development Code (UDC) for the city of Las Vegas. The UDC replaces the existing Subdivision Regulations (Title 18) and Zoning Code (Title 19). The UDC became effective on May 1, 2011. The Unified Development Code incorporates graphic-oriented elements, resulting in a document that is more user-friendly while eliminating cross-referencing issues, contradictions and duplication of information. Intended mainly as an electronic document, the UDC features interactive hyperlinks and menus to further ease navigation while maintaining its ease of use when printed.

In addition to the usability improvements, the UDC has incorporated changes to increase sustainable development practices. The most notable of these changes is the inclusion of the "Complete Streets" chapter. This chapter updates the city's existing street standards and incorporates sustainability elements like additional shade coverage and narrower travel lanes. By narrowing the travel lanes there is less impervious surface area which is important for reducing runoff and contamination of our community's water resources. The new street tree requirements for all street types not only improves shade coverage thereby reducing heat island effects, but also makes for a more inviting pedestrian environment. When the pedestrian realm is more comfortable, people are more likely to chose walking or biking over using their motor vehicle.



Unified Development Code instruction illustrations



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Development Services Process Update

The Development Services Process (DSP) has taken a new direction. In January 2011, Scott Adams, chief urban and redevelopment officer, took over the responsibility of overseeing the DSP. A team of city employees and management have been working with Mr. Adams to create a Strategic Management Plan. The DSP Strategic Management Plan consists of five elements - Management, Technology, Communication, Process and Facility.



Vision Statement

The city of Las Vegas development services process integrates all functions such that it appears as one unit to the customer, as well as providing a timely response and creating a positive customer experience.

Development Services Management Plan

There are three main focuses of this plan:

1. Look at the entire DSP process from the customer's perspective which includes finding ways to reduce the time it takes to go through the entire process and finding opportunities to transfer the burden of handling the process from the customer to the city.
2. Look at ways technology is helping in achieving the vision and assisting customers through the DSP Process.
3. Empower employees and customers so they can be serviced when, where and how they need to.



...development services process integrates all functions such that it appears as one unit to the customer.



Current Projects and Upcoming Projects

- Increasing communication with the public through a DSP newsletter, focus groups and more.
- Looking at different technology options to assist customers through our website.

City Reorganization

- The city's reorganization combined functions of the DSP process from six departments to three departments.
- All DSP functions will be together in the Development Services Center by the end of 2011.
- Significant process improvements have taken place allowing the city to provide better customer service and faster approval times. ■

Did you know?

- The city's development services process provides same day counter reviews of small projects and expedited reviews for projects that are limited in scope?
- The city development services provides a web fee estimator for customers? Customers can calculate base building and safety fees prior to submitting a permit application. The estimator is located at: <http://www.lasvegasnevada.gov/information/permitEstimator.htm>. Future plans include an estimator for impact fees on Building and Safety permits as well as other application and permit types.

• Credit card swiping machines are available at all stations on the first floor of the Development Services Center to enable technicians to process most credit card only transactions so customers do not have to wait in line at the cashier stations. ■



Spotlight: Karen Duddleston

Karen Duddleston was recently appointed to the position of business licensing manager for the Planning Department. Karen comes to the city after serving the state of Nevada as the senior deputy treasurer –south, providing oversight for the State Treasurer's Offices in Southern Nevada. Her duties for the treasurer included the divisions of Unclaimed Property, Nevada Prepaid Tuition, Governor Guinn Millennium Scholarship, College Savings and Information Technology. Her primary focus was expanding the outreach to businesses for the \$88 million Unclaimed Property program and the expansion of the \$7 billion in assets the state holds within the nationwide college savings plans administered by the office. In the past, Karen served as the director of administrative services for Clark County including supervision of the county manager and commission staff, strategic planning, government lobby-



ing, franchise management and town services. The position also directed the Public Response Office (code enforcement) and Emergency Management Office.

Karen has been a resident of Las Vegas since 1984 and holds a bachelor's degree in Political Science and a Master of Public Administration. She served as the co-chair of the state's Emergency Response Commission for nine years and

was named one of the Distinguished Women in Southern Nevada. She and her husband, James have two children and have been active in the Las Vegas community through several youth, education and charitable organizations and are active in their children's schools. She is currently an active member of the Las Vegas Charity League, a trustee of the Summerlin Children's Forum and member of the Sewanee Parent's Council and football parents club for the University of the South. ■

Two New Programs Help Expedite Plan Checks



In February 2011, the Department of Building and Safety started two new programs to assist customers in expediting their plan reviews.

The counter review program allows projects to be reviewed at the counter by a plans examiner. Typically the projects that qualify for counter reviews are smaller in nature and are limited in scope. They are limited to three disciplines to be reviewed (architecture, electrical, mechanical, plumbing or structural). The counter review projects are typically reviewed the same day

The expedited review program allows a customer to pay an expedited fee to move the project higher in the priority list. These projects are typically larger in scope than a counter review project but are still limited to a maximum of three disciplines. Expedited review projects typically are reviewed within two to three business days.

Since February, the city has reviewed 2,549 projects with 569 going through Counter Review program and 233 going through the Expedited Review program. ■



DSC Building Dedication - July 18, 2011

New Help Desk Guides Patrons Through Development Process



One of the biggest challenges facing a prospective customer of the Development Services Center (DSC) is the perception that the development review process is complex and intimidating. To assist all visitors who do business at the DSC, a visitor Help Desk was created to provide the highest level of customer service. Located at the main entrance of the DSC, the Help Desk is staffed during peak hours by employees of the Planning and Building and Safety departments. As an initial point of contact for the general public, employees staffing the desk can provide general information regarding the functions and processes of the entire DSC. Help Desk staff can also assist customers with directions to appropriate staff or departments and are available to answer questions about forms or documents to help streamline processes and enhance the customer experience. Initiated in July 2011, the Help Desk functions will continue to evolve and be tailored to meet our customer's needs in the coming months. To date, the response from the public has been overwhelmingly positive. By providing a personal level of customer service, the city enhances the DSC customer's experience. ■

Development Code

Continued from page 1

The city has held numerous training sessions on the new code since its March adoption. These training classes included 12 sessions for the Department of Planning, three sessions for the Department of Building and Safety, three sessions open to all city staff members and two sessions devoted to members of the public. These sessions provided customers and staff an opportunity to stay current as well as ask questions about the code before it becomes effective.

Special Features of the Unified Development Code

The online/electronic version of the UDC features an online tool bar that has navigation buttons at the top of the page that will take you one page backward, back to the previous page viewed, one page forward or to the first page of each of the UDC's chapters. There are also interactive hyperlinks that: open a print dialog window, a browser window to the city of Las Vegas website, access the definitions chapter and allow for quick e-mail to the Department of Planning at the bottom of the page.

The printed version of the UDC features a QR (Quick Response) code that when scanned with a barcode-type reader opens a browser window directly to the UDC online document.

This document achieves many of the goals which were set for this project when it began. Building upon this foundation, the Department of Planning will conduct a six-month review of the UDC and make any necessary corrections or updates as a part of their presentation to the Planning Commission and City Council regarding the new code's implementation. Work is still ongoing related to streamlining the permitted uses section and improving the sustainability aspects of our development standards. So look forward to more positive improvements to come in the months ahead. ■

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Have a question?

Do you have a question that you would like to see answered in a future addition of "The Review"? Submit your inquiries to Heather Curry at hcurry@lasvegasnevada.gov.